

CURRICULUM VITAE

S.ALBEN CLETUS,

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PERSONAL SUMMARY

A multi-skilled IT Manager with good all-round supervisory and technical expertise. Very capable with a proven ability to ensure the smooth running of ICT systems and to provide IT services that will improve the efficiency and performance of a company. Extensive practical knowledge of complex systems builds hardware and software testing, network support, technical support and computer repairs. Looking for a new and challenging managerial position, one that will make best use of my existing skills & experiences also further my personal development.

Work Experience: Terelj Hotel & Spa (Mongolia)

IT Manager: August 2018 to Up to date.

Duties & responsibilities:

Manage information technology and computer systems.

Monitoring the entire server through VMware Client.

Monitoring all the access point through the Ruckus software

Installing Opera in all the client computers, given user rights to new employee.

In Microsoft new menu creating as per F&B manager request & link to Materials control software.

Plan, organize, control and evaluate IT and electronic data operations

Adlock Door lock system, Room safe repairing, CCTV, biometric installation & taking report as per request.

Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance.

Monitoring the antivirus Software & network connectivity.

Design, develop, implement and coordinate systems, policies and procedures

Ensure security of data, network access and backup systems

Act in alignment with user needs and system functionality to contribute to organizational policy

Identify problematic areas and implement strategic solutions in time

Audit systems and assess their outcomes

Preserve assets, information security and control structures

Handle annual budget and ensure cost effectiveness.

Karaoke room music system setup making ready as per Guest request.

AV system setup making for the marriage functions.

Work Experience: ABC Apparels Ltd (VENFIELD) - Chennai (India)

IT Support Engineer: 1st March 2017 – 30th June 2018

Install new hardware and software.

Setting up accounts for company employees with passwords and permissions (ERP).

Fixing network faults.

Installing antivirus protection.

Coming up with IT solutions to fix a company's problems.

Ensuring staff is properly trained on new systems.

Taking care of complete Boltzmann ERP.(Report taking completely)

Outlook Configuration & backups.

CCTV & Biometric configuring.

Duties: In the Boltzmann ERP, taking complete work reports, giving training to the new employees & entering complete data. Taking backup every day. Establish and maintain user procedures and hardware familiarization and training for all systems as needed. Maintain present inventory of the property IT systems and hardware. System administration, administrating and maintaining of software packages, and complete hardware from pc to server level. Installing / implementing and supporting Mail servers/file servers for the group. Monitoring and troubleshooting network incidents, planning and executing the up gradation activities. Installing / implementing and supporting wireless internet for the group. Develop and maintain positive working relationships with others; support team to reach common goals. Ensure adherence to quality expectations/standards; identify, recommend, develop, and implement new ways to increase organizational efficiency, productivity, quality, safety, and/or cost-savings. Completely responsible for security and data of the group. 24 hours technical support, win 2k / XP Windows 7, 8 and W10 troubleshooting.

WORK EXPERIENCE: Golf Course Hotel (By Movenpick - Preopening) – Nairobi (Kenya)

IT Consultant – March 2016 to December 2016.

Determining information system requirements and defining project objectives

Making recommendations, such as suggesting appropriate hardware, software and systems

Designing, installing and trialing new systems and software, and fixing any issues that arise

Analyzing IT requirements within companies and giving independent and objective advice on the use of IT Purchasing systems where appropriate; Designing, testing, installing and monitoring new systems; Preparing documentation and presenting progress reports to customers; organizing training for users and other consultants; Being involved in sales and support, and where appropriate, maintaining contact with client organizations. Identifying potential clients and building and maintaining contacts.

Responsible for the implementation of entire IT Setup with the latest technology.

Installed and configured HP Rack Server with operating system Win2008R2.

Configured dedicated servers for all Application like Opera PMS (Front Office), Material Control(Purchasing & Inventory), Sun System, Vision(Financial Accounting), Micros(POS), Call Accounting & Voice Mail, Symantec Antivirus, Interfaces Servers, Active Directory, SQL & Oracle Database, Payroll system(Paymaster).

WORK EXPERIENCE: Plus Point Enterprises. Chennai (India).

IT Support Engineer – April 2014 to Feb 2016.

Responsibilities: Provide all support services for all sites, platform applications, and content management system. Install and configure computer systems, diagnose hardware and software faults and solve technical and applications problems, either over the phone or in person carefully track and communicate progress on issues being resolved. Triage issues. Providing 1st/ 2nd Line and some 3rd Line support over the telephone, remotely and face to face to clients & internal staff members

Duties:

installing and configuring computer hardware operating systems and applications;
All types of laptop repairing like hardware & Software & general services
monitoring and maintaining computer systems and networks talking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues
troubleshooting system and network problems and diagnosing and solving hardware or software faults; Helping the customer through Team viewer & ammy admin software providing support, including procedural documentation and relevant reports following diagrams and written instructions to repair a fault or set up a system maintaining records of software licenses
Managing stocks of equipment, consumables and other supplies setting up new users' accounts and profiles and dealing with password issues responding within agreed time limits to call-outs
CCTV installation & configuration, Managing the CCTV Surveillance, Supervising the Technical Service engineers, Supporting the Engineers when fail to solve the Critical Issues
Managing the technical team to provide the Good Support to the Customers, Biometric Access Control System.

WORK EXPERIENCE: Golf Course Hotel – Kampala (Uganda)

IT MANAGER- January 2011 – March 2014. Golf course hotel has 115 rooms and I have worked alone for 24/7 and managed 40 staffs under me. Attend to all Guest WIFI needs and requirements. Responsible for the day to day IT requirements of the company such as user management, trouble shooting, help and advice. Maintaining desktop applications, local area networks, wireless Network, IT security and telecommunications. Acting as technical lead to identify and implement solutions to problems affecting IT services. And supporting the Guest for 24/7 hours. Willing to work flexible schedules / shifts.

Duties: Control & supervise for all the staff user rights for the software (OPERA – FILDELIO, MICROS, SUN, VINGCARD, MATERIAL CONTROL, ALCHATEL & Biometric Access Control System) .Repairing the room doors & Safe's. Installing all the software in various computers & troubleshooting. Managing a team of over 40

WORK EXPERIENCE: Dot Com Computers – Kampala (Uganda)

IT Engineer - December 2005 – December 2010: Responsible for the installation and maintenance of IT equipment including (but not restricted to) printers, scanners and workstations. Supporting customers using remote access technologies and also by visiting client sites.

Duties: Diagnosis of desktop, application, networking and infrastructure issues. Experience of supporting a wide and varied client base. Troubleshooting PC's, laptops and mobile devices. Providing 1st/2nd line support to users. Maintaining a log of all problems detected and system backups. Responsible for maintaining backups and for project work such as new builds. Working closely with software suppliers to resolve operational issues. Responsible for supporting: Windows 7, XP/Vista/ Office 2007 and 2003,

Work Experience: Leepath System Service– Nagercoil (India)

Computer IT Technician - June 2002–October 2005

- Install hardware, software and device drivers on standalone computers
- Install and configure computer networks including LAN and WAN

- Test computers peripherals, hardware and software to ensure that they are working appropriately
- Upgrade software, patches and operating systems on a continuous basis
- Troubleshoot hardware and software problems

ACADEMIC QUALIFICATIONS

Diploma: D.C.T. (Diploma in Computer Technology)

Certificate: A.C.T. (Advanced Computer Troubleshooting)

| <i>PERSONAL PROFILE</i> | |
|-------------------------|--|
| Name | Alben Cletus |
| Father's name | A. Selvaraj |
| Sex | Male |
| Marital status | Married |
| DOB | 21-06-1980 |
| Nationality | Indian |
| Passport details | No. Z6127392. Issued at: Madurai (India) Issue date: 19-03-2021// valid up to: 18-03-2031 |

CAREER GOAL:

Looking for a career advancement opportunity with a company that will challenge my problem solving skills and allow me to develop my knowledge & potential.

ALBEN CLETUS .S

References,

Mr. Navaid Tehseen,
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